



TERMS AND CONDITIONS

**OS DEPARTMENT, WESTERN ZONAL OFFICE, GROUND FLOOR, WEST WING, YOGAKSHEMA,
NARIMAN POINT, MUMBAI 400021. Telephone nos- 022- 66598124/022 - 66598810**

TENDER FOR RAIL AND AIR TICKET BOOKING SERVICE VENDOR

Sealed Tenders are invited under **Two Bid System** from Government approved reputed Travel/Ticket Booking Service Vendor to provide extensive travel services for booking of Train and Air tickets for the employees/officers of Life Insurance Corporation of India (herein after called "LIC of India"), Western Zonal Office, situated at Yogakshema, Ground floor, West Wing, Nariman Point, Mumbai – 400021.

Tender shall be submitted in prescribed tender form only in two separate sealed envelopes duly superscribed as "Technical Bid" and "Financial Bid" respectively. Both these sealed envelopes should be then kept in a bigger envelope which should be sealed and superscribed as "Tender for Rail and Air Ticket Booking Service Vendor".

Application for tender duly completed (in Annexure I) should be duly filled and submitted at the above address along with non-refundable application fee of Rs. 118 /--(inclusive of GST) in the form of demand draft in favour of Life Insurance Corporation of India payable at Mumbai.

The Tender shall be liable for rejection if not submitted in the prescribed format or if complete information is not given therein or if the particular of data (if any) asked for in the Tender document are not filled in.

Firms/Agency who have been black listed/removed earlier by any office of the Corporation, should not apply. If applied, their applications will not be considered.

Mere submission of Application for tender does not confer any right of tender. LIC of India reserves its right to reject, accept any or all applications or cancel the tender without assigning any reason thereof. LIC of India shall neither be held liable nor obligatory on its part to inform the applicant the grounds of any such action. The Corporation reserves the right to raise the minimum eligibility criteria for tender depending on the response.

The list of the services to be rendered should not be altered by the tenderer.

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TENDER FOR RAIL AND AIR TICKET BOOKING SERVICE VENDOR

Schedule of Activities

Tender Notification Number and Date	TENDER FOR RAIL AND AIR TICKET BOOKING SERVICE VENDOR Ref: WZO/OS/Ticket Booking Tender/2025-2026 Dated 29/09/2025
Cost of Tender Document	₹100/-+ 18% GST (non refundable) in the form of Demand Draft / Pay Order drawn in favour of "LIC OF INDIA" payable at Mumbai to be paid at the time of submitting the tender in a separate envelope super scribed "TENDER FOR RAIL AND AIR TICKET BOOKING SERVICE VENDOR"
Earnest Money Deposit	Bidder needs to provide a signed Bid Security Declaration in lieu of Earnest Money Deposit wherein accepting the clause 23 of Technical Bid.
Time, Date and Place of Sale of Tender Document (collection in person from the given address or downloading from official site of the Corporation)	Time - Monday to Thursday -10.30 a.m. to 1.30 p.m. & 2.00 p.m. to 5.00 p.m., Friday – 10.30 a.m. to 1.30 p.m. and 2.15 p.m. to 5.00 p.m. Date - From – 29/09/2025 to - 15/10/2025 Place : LIC OF INDIA, Western Zonal Office, Office Services Dept, Ground Floor, Yogakshema , West Wing, Nariman Point , Mumbai- 400 021.
(a)Time, Date and Place for receipt of Tender Documents	(a)Time - Monday to Thursday -10.30 a.m. to 1.30 p.m. and 2.00 p.m. to 5.00 p.m. Friday – 10.30 a.m. to 1.30 p.m. and 2.15 p.m. to 5.00p.m. Date -- From 29/09/2025 Place: LIC OF INDIA, Western office, Office Services Dept, Ground Floor, Yogakshema, West Wing, Nariman Point, Mumbai- 400 021
(b) LAST DATE of Submission	(b) 15/10/2025 Time - 4.00 p.m.
Opening Tender Document	Time - 11.00 a.m. ONWARDS Date - 16/10/2025 Place: LIC OF INDIA, Western Zonal office, Office Services Dept., Ground Floor, Yogakshema, West Wing, Nariman Point, Mumbai- 400 021.
Tender Notification Number and Date	TENDER FOR RAIL AND AIR TICKET BOOKING SERVICE VENDOR Ref: WZO/OS/Ticket Booking Tender/2025-2026 Dated:29/09/2025
Cost of Tender Document	₹100/-+ 18% GST (non refundable) in the form of Demand Draft / Pay Order drawn in favour of "LIC OF INDIA" payable at Mumbai to be paid at the time of submitting the tender in a separate envelope superscribed "TENDER FOR RAIL AND AIR TICKET BOOKING SERVICE VENDOR"

- Tender Documents can be downloaded from our website: www.licindia.in.


Zonal Manager

TENDER FOR RAIL AND AIR TICKET BOOKING SERVICE VENDOR

Eligibility Criteria/Technical Guidelines

1. The Travel Agency must have been approved by Government of India. The Agency should have experience of at least 5 years in the relevant field in providing such services to reputed and other Government institutional customers like Government Ministries/Financial Institutions/Public Sector Banks/PSUs/MNCs/Large Corporate/ reputed private companies and others. Copies of at least two contracts with Ministries/Departments of Central Government/ State Government PSUs/ reputed private companies and others during last three years along with attested copies of the Work Order should be furnished. The said documents are to be attached with application for empanelment. Due weightage will be given to travel agencies having higher number of empanelment.
2. The Agency must be registered with IRCTC for Train Ticket Booking and have registered IATA (International Air Transport Association) number for Air Ticket Booking . Agency will be required to submit Photocopy of Authorized Agent Registration Certificates issued by Railway Authorities and all major Domestic Airlines with Agency Reference Numbers . On cancellation of Registration by IRCTC or IATA, contract with the said agency will be cancelled automatically.
3. The travel agency should be Mumbai based and operating their business in Mumbai. The Office premises of the Bidder/Tenderer should be located in Mumbai (attach Self-attested photo-copy of proof).
4. The Travel agency should have valid GST Registration number and PAN Number.
5. The Travel Agency should have qualified trained staff for Rail and Air Ticket booking and should be able to provide immediate satisfactory and efficient services on 24x7/365 days on PAN India basis.
6. Agency should have its own online Reservation system with internet connected ticketing as well as normal ticketing and a separate email id. A documentary proof to be attached along with the Technical Bid.
7. The service providers should have a minimum average turnover billing amount of Rs. 50 lacs from Corporate Rail and Air ticketing business from the last three financial years i.e. 2022-23, 2023-24 and 2024-25. A copy of minimum annual turnover statement duly certified by the Chartered Accountant along with copy of Audited Balance Sheet and Profit & Loss account and Income Tax Returns for the last three financial years i.e. 2022-23, 2023-24 and 2024-2025 should also be submitted.
8. The travel agency should not have been blacklisted by any Central/State Government Agency Any office of LIC of India in the past three years (Self Declaration/Certificate should be attached as per Annex- V).

The scope of work of the empanelled Agency is as under:

- (a) Booking Rail Tickets & Domestic Air Tickets.
- (b) Details of booking for Rail travel and Air Travel will be passed on to the Agency over e-mail and/or on Telephone by authorized representatives of O.S. Department, Western Zonal Office, LIC of India and the same will be arranged by them immediately or within the specific time and delivered to authorized officer/ Official and to passenger travelling by e-mail or arrange to deliver hard-copy of ticket, if required. In case of any cancellation/change in date/time necessary action should be / will have to be taken as per instructions issued by the office.
- (c) Tenderer/Agency will accept booking/Reservations/cancellation of Rail& Air Tickets from authorized officials of O.S .Department, Western Zonal Office. The Tenderer/Agency is not authorized to accept Personal booking from any official/employee of LIC of India and raise the bills for such bookings. LIC of India will not be responsible for making payment of such bills.

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- (d) In case of Air Ticket booking, any promotional fare and/or any other benefits offered by the Airlines, the same will be informed to LIC of India and passed on to LIC of India over and above the discount, if any, offered by the Tenderer/Agency
- (e) Cancellation charges of all Rail Tickets and Air tickets will be paid as per the norms of the concerned Railway Authority and Airlines. In case IRCTC/ Airline provide free/discounted cancellation charges to LIC of India Tenderer/Agency shall be required to claim the benefits/incentive from the Airlines and the cancellation charges, if any, will be refunded to LIC of India accordingly.
- (f) Ensuring receipts of proper statement from IRCTC/Airlines on discounts gained on deal codes secured by LIC of India and ensuring proper utilization thereof.
- (g) Tenderer/Agency shall provide services on credit terms and the credit period normally will be 30 days from the date of submission of bills in triplicate for processing and payment of the bills
9. The Travel Agency will have to provide prescribed travel related services in time. If the Agency fails to provide tickets and other services within scheduled time, the Agency will be solely responsible for the same and no payment will be made for it.
10. The Agency shall be obliged to suggest cost-effective ticketing plan only under refundable basis. All tickets should be mailed to wz_tkbk@licindia.com in addition to the applicant employee.
11. The losses to the LIC of India which are directly attributable to the Agency shall be deducted from the bills/adjusted from the performance guarantee.
12. The Agency will have to submit weekly statement of bills raised showing the amount of expenses on ticket booking.
13. The Travel Agency shall not assign the contract or any part thereof to any other Agency/party. The Travel Agency also shall not sub-let the work or part thereof except with the prior written consent of LIC of India and such consent, even if provided, shall not relieve the Travel Agent from any liability or any obligation under the contract.
14. The validity of tender shall be valid for a period of three months from the date of opening the Technical Bid.
15. The Agency will be available 24*7*365 days (including holidays) for booking/cancellation of Rail Tickets and Air Tickets and also make available dedicated Staff.
16. The Travel Agency will be responsible for compliance with all Central and State laws as per rules/regulations and orders of the local authorities and statutory bodies as may be in force from time to time during the contract period.
17. Applicable taxes will be deducted at source at the time settlement of bills unless the firm produces certificate to the contrary from the Income Tax Authorities
18. The Travel Agency should be in a position to provide credit for a period of four weeks for processing and payment of bills.
19. The contract will be initially valid for 2 years from the date of empanelment and may be renewed for a further period of one year as per the existing terms and conditions subject to providing satisfactory services. However, LIC of India reserves the right of renewal and may discontinue the contract without any explanation.
20. If the registration certificate of IATA is withdrawn or cancelled during the contract period, then the contract of the Agency will be automatically cancelled.

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21. The Agency must be able to map the deal/corporate codes of LIC of India with all the Airlines in order to get the tickets booked in Corporate Fares of LIC of India.
22. The Travel Agency should have Computer Reservation Ticketing facility of IRCTC and of all the Airlines. Application for empanelment duly completed (in Annexure A& B) should be duly filled and submitted at the above address along with non-refundable application fee of Rs. 118 /--(inclusive of GST) in the form of demand draft in favour of Life Insurance Corporation of India payable at Mumbai.
23. In case of partnership firms, a copy of the partnership agreement or general power of attorney duly attested by a Notary Public must be submitted along with the application. The attested copy of the certificate of registration of firm and name of the authorized partner to interact with the officials of LIC of India and fill the tender form should also be attached.
24. The self attested legible copy of pass book of the account maintained for the last two years 2023-24 & 2024-25 issued by the Bank should be provided with the Application. A cancelled cheque leaf is also to be enclosed.
25. Self attested copy of PAN card of the firm shall be provided with the application.
26. The service provider should be registered with GST Department. Certified copy of the registration shall be given with the application.
27. All the pages/documents of the tender submitted for the Empanelment should bear signature of the tenderer and date. All the entries by the tenderer should be in one ink & legibly written. Any overwriting, corrections & cuttings should bear initials and date of the tenderers.
28. LIC of India will debar Tenderers/Agencies having relatives working in the Corporation from tendering in any capacity. A Non-relationship Certificate is required to be submitted with the Technical Bidas per Annexure-II.
29. Arithmetical errors will be corrected on the following basis:

If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between the amounts in Words and Figures the amount in Words will prevail. If the Tenderer does not accept the correction of the errors as above, the Bid will be rejected and the amount of Bid will be forfeited.
30. Unsealed tenders will not be accepted. The tender received in any manner other than prescribed above shall be summarily rejected. Any tender received after the scheduled date and time of receipt shall not be considered. LIC of India will not accept any responsibility for the tenders lost in transit or delivered elsewhere and as such the tenders lost in transit or delivered elsewhere will not be considered and treated as rejected.
31. Each Tenderer/Agency will submit only one tender either by himself or as a partner in joint venture/firm/company.
32. The 'Financial Bid' of only those Tenderers/Agencies who qualify in their 'Technical Bid' will be opened. 'Financial Bid' of those Tenderers/Agencies whose 'Technical Bid' is not qualified will not be opened.
33. At first instance only 'Technical Bid' will be opened on the scheduled date and time given in the 'Notice Inviting Tender'. The Technical Bids will then be evaluated on the basis of documents/information furnished, eligibility criteria and inspection of office premises and infra-structure facilities of Tenderer/Agency. LIC of India will arrange inspection of their Office Premises and infra-structure facility to assess the competence and capability assessment of the Tenderers/Agencies in providing satisfactory and efficient services. The inspection report shall be taken into

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account for the purpose of qualification of Technical Bid. The decision of LIC of India in this regard shall be final and binding on the Tenderers/Agencies.

34. The Bid shall be liable to be invalidated & / or discarded if any information submitted by the bidder in the Technical / Financial Bid is found to be incorrect / ambiguous / absurd.
35. LIC reserves the right to cancel the agreement by giving one month notice in writing without assigning reason whatsoever.
36. In case the contract is terminated prematurely by the act/omission on the part of the travel agency, it has to make temporary arrangement for the services provided by it for a period of three months or till LIC of India appoints new service provider whichever is earlier.
37. There should not be any hedging clause or condition/s. If any agency/firm put any hedging clause or condition/s, the bid shall be cancelled.


Zonal Manager

Date: _____

Place: Mumbai



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1. The travel agency MUST submit relevant documents as a proof for all the above mentioned eligibility criteria.
2. Eligible Travel Agencies must submit their applications along with the relevant documents by 4.00 p.m. on 15/10/2025. They are required to preserve the originals of submitted documents ready for verification by LIC of India at any point of time.
3. Technical Bid will be opened in the OS Department of Western Zonal Office, LIC of India, Yogakshema, Ground Floor, West Wing, J. B. Marg, Nariman Point, Mumbai-400021 at 11.00 a.m. on 16/10/2025, in the presence of Tenderers or authorized representative of the Tenderers who wish to be present. Commercial Bid/Financial Bid would be opened only for those tenderers which are found eligible after scrutiny of their Technical bid on any subsequent working day, which would be intimated to all the eligible tenderers.
4. The Tenderer must use only the forms downloaded / issued by LIC of India to submit their tender. The tender form must be filled in Hindi/English. If any of the documents is missing or unsigned, the tender may be considered as invalid by LIC of India in its discretion. All erasures and alterations made while filling the tender must be attested by initials of the tenderer. Overwriting of figures is not permitted. Failure to comply with any of these conditions will render the tender void at LIC of India's option. No request for any change in terms and conditions after the opening of the Technical Bid tender will be entertained. The rates quoted shall be binding without any escalation whatsoever till the end of Contract.
5. The successful Tenderer shall execute an agreement with LIC of India on stamped paper within fifteen days of receipt of letter of acceptance. However, the issue of letter of acceptance by LIC of India shall be construed as a binding contract, as though such an agreement has been executed and all the terms and conditions stated herein shall apply to the contract.
6. The travel agencies must submit their bills to OS Department of Western Zonal Office, LIC of India, Mumbai along with proof of bookings on or before 10th day of every month for all the bookings made during the immediate preceding month as applicable.
7. LIC of India reserves the right to verify the relevant records of the Travel Agency at any point of time and the Travel Agency shall cooperate with the officers of LIC of India.
8. Interested Tenderers can attend tender opening process. Only one representative from each Travel Agency shall be permitted during tender opening. The representative should carry the necessary identification and authority letter from Agency/Tenderer.
9. LIC of India may for any reasons whatsoever or without assigning any reason discontinue the arrangement before the expiry of the period mentioned in this Tender by issuing a notice of 30 days to the service providers and Travel Agency cannot claim damages/compensation for such earlier termination.
10. LIC of India shall make claims, if any, in writing – (a) within 30 days from the date of payment of the relative bill, if the claim relates to shortage; damage or delay, (b) Any such claim lodged by LIC of India shall be settled by the service provider within a period of one month.

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11. The service provider shall be solely responsible for compliance with the provisions of all central and state laws, various taxes (Income tax, sales tax, GST, service tax, etc), labour and industrial laws, such as minimum wages, compensation, EPF, Bonus, Gratuity, etc. relating to persons deployed for providing services to LIC of India.
12. The offer should be valid for a minimum period of three months from the date of opening of technical bid.
13. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or by his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
14. Bidders are requested to see the tender site www.licindia.in regularly before the due date of submission for changes if any which may be uploaded subsequently in respect of this tender.
15. LIC of India reserves the right to reject any or all the bids without assigning any reason thereof and also reserves the right to reissue tender if required.
16. In case the contract is terminated prematurely by the act/omission on the part of the travel agency, it has to make temporary arrangement for the services provided by it for a period of three months or till LIC of India appoints new service provider whichever is earlier.
17. In case any Travel Agency is not responding to the quotation/inquiry by LIC of India on three occasions, LIC of India can delist such Travel Agency from the panel without any further notice.
18. LIC of India reserves the right to seek clarification from the Travel Agency at any point of time.
19. In case of a situation arises where L1 are more than one, then in such case L1 will be decided on the basis of higher ITR Returns and Experience.
20. The Travel agency will be required to submit MIS on bookings on monthly basis or at the frequency as decided by LIC of India from time to time in the format as prescribed by LIC of India.
21. In all cases of disputes, the matter will be referred to the Zonal Manager, Western Zonal Office and his /her decision shall be final and legally binding on the Agency/Firm.
22. The of travel agency will not confer any right it/them to claim for business and LIC of India reserves the right to utilize services of other travel agents, in case it desires so.
23. The agreement to be entered with the travel agency/s on selection shall be stamped as per the Maharashtra Stamp Act and the stamp duty shall be borne by the Travel Agency.

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24. **FORCE MAJEURE:** Neither party shall be liable for any delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) **FORCE MAJEURE**, Act of God or any governmental Act, fire, earthquake, explosion, accident, industrial dispute, civil commotion or anything beyond the control of either party. The parties hereto shall make all reasonable endeavors to minimize any such delay. Upon cessation of the event giving rise to the delay, the parties shall, in so far as may be practicable under the circumstances, complete performance of their respective obligations as described in these terms and conditions.
25. Provisions of Section 33(3) and 33(4) of the Insurance Act, 1938, as Amended by the Insurance Laws (Amendments) Act, 2015

In terms of the provisions of Section 33(3) of the Insurance Laws (Amendment) Act, 2015 the Insurance Regulatory and Development Authority of India (IRDAI) is authorized to verify such books of accounts, registers, other documents and the data base in the custody of the contractor in respect of services outsourced by the LIC of India. It shall be the duty of the contractor to provide such documents /statements/ information as may be required by IRDA within such time as may be specified by IRDAI.

In terms of provisions of Section 33(4) of the Insurance Laws (Amendment) Act, 2015, the Insurance Regulatory and Development Authority of India (IRDAI), if it considers expedient to do so, may direct any person herein after referred to as considers expedient to do so, may direct any person hereinafter referred to as "Investigating Officer" to make an "to make an investigation as specified under Sec.33(1) or carry out an inspection as specified under Section 33(2) of the Insurance Laws (Amendment) Act, 2015, who may examine on oath and Manager, Managing Director or other Officer of the Contractor or Agency where the services are out sourced by LIC of India.



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TECHNICAL BID- Annexure- I

The Tenderer/Agency is required to furnish the following information.

SL No.	DESCRIPTION	PARTICULARS
1.	Name of the Firm / Travel Agency (In Block Letters)	
2.	Registered and Communication Address of the Firm / Travel Agency, Telephone No. & Mobile No. / Email id	
3.	Date of Incorporation/Establishment of the Firm.	
4.	Type or Organization i.e. Whether the Firm / Travel Agency is proprietorship /partnership / private limited / public limited Company. Attach proof i.e. Registration Certificate with CIN /Registration No.	
	a. Name of the Partners/Directors	
	b. Name of Chief Executive with his Present Address and Telephone Nos.	
5.	Nature of business carried by the Company.	
6.	Branches in other cities in India and abroad.	
7.	Total Number of employees on the rolls of the Bidder/Tenderer.	
8.	(A) Name of authorized contact person/official/proprietor/director etc.	
	(B) Mobile / Landline Number	
	(C) Fax Number	
	(D) E-mail ID	
9.	PAN Number of the Firm/Travel Agency. Attach Self-attested photocopy of the PAN Card.	
10.	GST Registration /Number of the Firm / Agency. Attach Self-attested photocopy of the same.	
11.	Whether holding certificate under Shops & Establishment Act? (Attach copy)	
12.	Bank Account Details of the Firm	
	(A) Bank Account No.	
	(B) Bank Name and Address	
	(C) IFSC Code	
	(D) MICR Code.	
	Attach self-attested photo-copy of cancelled cheque and First page of Passbook	

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SL No.	DESCRIPTION	PARTICULARS		
13.	List of existing Clients along with proof which may include Government / Public Sector Undertaking or any Private Company or Corporate Establishment, along with the names and contact numbers Attach Certificate from clients / organizations as per Annexure III			
14.	The Tenderer should have minimum average annual turn-over of Rs. Fifty lac for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 and should have earned net profit in any 2 of the last three financial years. I.T. returns of last three financial years to be attached also Attach Certificate from Chartered Accountant in this regard as per Annexure IV.	YES / NO		
		Year	Turnover	Net Profit
		2022-23		
		2023-24		
		2024-25		
15.	Please mention the Railway Authority/ Airlines Authority of which the Firm / Agency is an Authorized Agent. Please attach self attested copy of Authorized Agent Certificates.			
16.	Mention details of approved IATA (International Air Transport Association) organization with IATA Registration Number. Attach documentary proof of the same.			
17.	Mention details of approved IRCTC Agency by Indian Railways with Registration Number. Attach documentary proof of the same.			
18.	Infrastructure facilities i.e. Whether the Firm is equipped with the requisite infrastructure in the form of Airlines Computerized Reservation System, Indian Railway Ticket Booking System, electronic mail and other modern communication systems (list out the facilities supported with documentary proof).			
19.	Whether Online Booking Facility available.	YES/NO		
20.	Whether 24 x 7 Hours / 365 days (on Sunday, Holiday and after normal office hours) Helpline Numbers / E-mail Facility for booking cancellation of tickets is available. If yes, indicate the help lines numbers and E-mail Ids.	YES/NO		
21.	Whether the Tenderer/Agency is agreeable to make deliveries to Corporation's Office at Yogakshema, Nariman Point, Mumbai 400 021.			
22.	Whether the Bidder/Tenderer is willing to depute dedicated staff / implants /executive at the Corporate Office of the company for servicing and to look after the travel related work of the company and bill settlement?	YES/NO		
	Name and Mobile No. /Landline No. of such person			

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SL No.	DESCRIPTION	PARTICULARS
23.	Signed Bid Security Declaration in lieu of Earnest Money Deposit where in accepting the clause. The Bidder needs to submit a signed Bid Security Declaration stating that if the Bidder withdraws or modifies their bid during the period of validity etc., the bid submitted by him or her will be declared void and will be cancelled. Further the bidder will be suspended for the period of six months or as deemed fit by the Competent Authority for participating in any of the Tendering / Bidding Empanelment process initiated by the Western Zonal Office.	Submitted /Not submitted
24.	Enclose Demand Draft only of Rs.100/-plus 18% GST - as "Tender Fee" in case Tender Document is downloaded from our Website. Payment through cheque or any other mode is not acceptable.	Demand Draft No. _____ Date of Demand Draft _____ Demand Draft Amount _____ Bank Name _____
25.	Mention any other specialties of your Establishment	

UNDERTAKING

I hereby certify that all the information furnished above and documents attached with Technical Bid/Tender are true to the best of my knowledge and belief. I have no objection if the Company i.e. Life Insurance Corporation of India approach any concerned authority for verification of any or all the information / documents furnished in the Tender Document.

SIGNATURE WITH STAMP : _____

NAME OF FIRM : _____

NAME OF AUTHORISED PERSON : _____

CONTACT NUMBER : _____

E-mail ID : _____

DATE : _____



ANNEXURE II

FORMAT OF NON-RELATIONSHIP CERTIFICATE

(To be submitted on the Letter Head of the Bidder/Tenderer)

I / We / Our organization, _____
including our Partners / Share-holders / Directors hereby certify that none of my /
our relative(s) is / are employed in Life Insurance Corporation of India.

In case at any stage, if it is found that the information given by me / us is false /
incorrect, Life Insurance Corporation of India shall have the absolute right to take
any action as deemed fit without any prior intimation to me / us.

Signature of the Tenderer with Seal: _____

Name of the Tenderer: _____

Date: _____



ANNEXURE III

LIST OF PRESENT AND PAST CLIENTS DURING LAST THREE YEARS

(Please give complete details as per the following format along with the Experience Certificate issued by clients/organizations. This information provided will facilitate evaluation of Technical Bid).

S. No.	Name of the Organization with complete postal address mentioning Pvt. Sector/ Govt Body / PSU / Public Limited Company.	Name and Designation of the contact Person with Telephone No. / Mobile No. / mail ID.	Period for which Rate Contract / Service was awarded.	Nature of Work

SIGNATURE WITH STAMP : _____

NAME OF FIRM / TRAVEL AGENT: _____

NAME OF AUTHORISED PERSON: _____

CONTACT NUMBER: _____

E-mail ID: _____

DATE : _____



ANNEXURE IV

CERTIFICATE REGARDING TURN-OVER AND NET PROFIT OF TENDERER DURING THE LAST THREE FINANCIAL YEARS

I/We, M/s _____,
the Bidder/Tenderer for Rail Ticket/Air Ticket Booking/Cancellation Agent as
mentioned in the Tender Document, hereby confirm that the average total turn-
over of the firm/company during the last three financial years i.e. 2022-23, 2023-
24 and 2024-25 is Rs. Fifty Lakh or more. The financial year-wise break-up is
given below: -

S. No	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR	NET PROFIT EARNED FOR THE YEAR
1	2022-23	Rs.	Rs.
2	2023-24	Rs.	Rs.
3	2024-25	Rs.	Rs.

SIGNATURE & SEAL OF THE TENDERER

CERTIFICATE BY CHARTERED ACCOUNTANT

I / We, _____,
Chartered Accountants, certify that the figures regarding Annual Turnover for the
years mentioned above in respect of M/s. _____ are
true as per their Books of Accounts and other related records.

SIGNATURE & SEAL OF THE CHARTERED ACCOUNTANT

ANNEXURE V

**SPECIMEN OF UNDERTAKING REGARDING NON-BACKLISTING/PROSECUTION
OF THE FIRM**

(To be submitted on the Letter Head of the Bidder/Tenderer)

TO WHOMSOEVER IT MAY CONCERN

I / We / Our organization, M/s _____
hereby declare that neither me nor our Organization including our Partners /
Directors were ever blacklisted / prosecuted by any government department /
statutory body(ies) / Public Sector Undertakings in any State or by any Court of
Law.

SIGNATURE OF BIDDER/TENDERER

WITH DATE AND RUBBER STAMP



ANNEXURE VI

ACCEPTANCE LETTER

(On the Letter Head of the Firm / Agency)

To,
Regional Manager (OS)
LIC of India,
Western Zonal Office,
Yogakshema,
Mumbai

Dear Sir,

Re: Acceptance of Terms and Conditions and Procedure for Submission of bills for release of payment in respect of Tender for Rail & Air Ticket Booking Service Vendor

The Tender Document for Rail Ticket & Air Ticket Service Vendor floated by Life Insurance Corporation of India have been purchased / downloaded through their Website by me / us. I / We have gone through and read the entire terms and conditions, scope of services, penalty clause, procedure for submission of bills for payments to Bidder/Tenderer of the Tender Document of The Life Insurance Corporation of India, Western Zonal Office, Ground Floor, West Wing, Yogakshema, Mumbai. I / We declare and agree that I / We will abide by the all the terms and conditions/clauses and hereby accept procedure for submission of bills for release of payment contained in the tender document and will not deviate from compliance of any of the requirement. In case any provision of the tender is found violated, I / We agree that the tender shall be liable to be rejected and Life Insurance Corporation of India shall, without prejudice to any other right or remedy, will be at liberty for suspending, deemed fit by the Competent Authority for participating in any of the Tendering/Bidding/ Empanelment process initiated by any Office of the Corporation.

I / We hereby unconditionally accept all the terms and conditions/clauses and accept procedure for submission of bills for release of payment to me / us contained in the tender document and will not deviate from compliance of any of the requirement mentioned in the Tender Document.

Thanking you,

Yours faithfully,

SIGNATURE OF BIDDER/TENDERER WITH DATE AND RUBBER STAMP



PRE CONTRACT INTEGRITY PACT

General:

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on..... day of the month of2025. , between, on one hand, the Life Insurance Corporation of India (hereinafter referred to as "LIC") a statutory Corporation established under section 3 of Life Insurance Corporation Act 1956 (XXXI of 1956) and having its corporate office at "Yogakshema" Jeevan Bima Marg Mumbai 400021. (here in after called the "BUYER" which expression shall mean and include, unless the context otherwise requires, his successors in office assigns) of the First part. And M/srepresented by Shri.....(Hereinafter called the "BIDDER /SELLER/SERVICE PROVIDER" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second part.

WHEREAS the BUYER proposes to procure (Name of the Stores/ Equipment/Item/Service) and the BIDDER/Seller/Service Provider is willing to offer/has offered the stores/services and

WHEREAS the BIDDER/Seller/Service Provider is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is performing its function under the LIC Act 1956.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BUYER to obtain the desired said stores/ equipment/ item/service at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS/Sellers/Service Providers to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:-

1. Commitments of the BUYER

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting on implementation process related to the contract.
 - 1.2 The BUYER will, during the pre-contract stage/evaluation stage, treat all BIDDERS alike and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
 - 1.3 All the officials of the BUYER will report to the “**Chief Vigilance Officer**” of the Buyer any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract of any other contract with the government for showing or forbearing to show favour or unfavour to any person in relation to the contract of any other contract with the Government.
- 3.3 Foreign BIDDERS shall disclose the name and address of their Indian agents and representatives in India, and Indian BIDDERS shall disclose their foreign BUYERs or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to their agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator/authorized agent of the stores/equipment/items and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries, including officials of the BUYER or their family members, if any, in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The Bidder will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER/Contractor will not commit any offence under the relevant India Penal Code (IPC) /Prevention of corruption (PC) act. Further, the bidder will not use improperly, for purposes of competition or personal gain, pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The

BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.12 If the Bidder or any of the key personnel of the bidder, actively involved in the project is a relative of any of the actively involved personnel of the Buyer, the same should be disclosed.

The term 'relative' for this purpose would be as defined in section 2(77) of the Companies Act, 2013.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee or the BUYER.

3.14 The Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

4. Previous Transgression

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify; BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes an incorrect statement on this subject, or committed a transgression through a violation of any of the clauses of the commitments of bidder, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

5. Sanctions for Violations:

5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any; compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/ Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (v) To cancel all or any other contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/recession and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vi) To debar the BIDDER from participating in the future bidding processes of LIC for a minimum period of five years which may be further extended at the discretion of the BUYER.
- (vii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (viii) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this pact.

5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 5.1(i) to (viii) of this pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes this Pact.

6. Independent Monitors:

6.1 The BUYER has appointed (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission.

Name, address, email of the Monitor :-

Praveen Kumar Srivastava
A-Block, GPO Complex, Satarkata Bhavan, INA,
New Delhi 110023.

Email – cvc@nic.in

- 6.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently. It will be obligatory for him to treat the information & documents of the Bidder as confidential.
- 6.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this pact, he will so inform the Authority Designated by the buyer.
- 6.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, LIC and recues himself / herself from that case.
- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the **Chairman, LIC** within 8 to 10 weeks from the date of reference or intimation to him by the BUYER /BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

6.9 If the Monitor has reported to the Chairman, LIC, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman LIC has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

7. Facilitation of Investigation:

In case of any allegation of violation of any provisions of this pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER. The BIDDER shall provide necessary information and documents in English and shall extend all possible help of the purpose of such examination/inspection.

8. Law and Place of Jurisdiction:

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9. Other Legal Actions:


The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.

If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

Changes and supplements as well as termination notices need to be made in writing.

10. Validity:

10.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 12 months after the last payment under the contract. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

 **10.2** Should one or several provisions of this Pact turn out to be invalid; the remainder of this pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

11. The parties hereby sign this Integrity Pact at.....on.....

BUYER

Name of the Officer:

Designation

BIDDER

CEO:

Deptt./

Witness

1.....

1.....

2.....

2.....

(Note: Bidder/Seller/Service Provider

Stores/equipment/item/service

Bidding process/ bid evaluation/process of availing services

Appropriate word may be used where ever applicable without altering the purpose /desired intention of the clause.)



Financial Bid

The Tenderer /Agency is required to furnish the following information. This information is to be to be sealed in a separate Envelope mentioning Financial Bid.

Sl.No.	Particulars for booking of Ticket	Quote rate for Service charge for booking per ticket (in INR)	Service Charge for Cancellation per ticket if any (in INR)	Total (A+B)
		A	B	C
1.	For Booking of Train Tickets in all classes for all types of tickets & class (Railway reservation Ticket/ e-ticket) of Indian Railways.			
2.	For Booking of Air Ticket with Corporate deal code /Tour code of all the Airlines.			

Note-

- Rate quoted should include all other charges excluding GST. GST will be paid as per prevailing rate provided.
- GST No of LIC-27AAACL0582H1ZM is to be mentioned in the bill submitted by the agency.

Note

1. Quote Rate only for the specified item in the given format.
2. Rate quoted must be inclusive of all the charges /taxes excluding GST
3. Payment will be made through NEFT
4. L1 will be decided on the basis of COLUMN 'C' (Separately for Air Booking and Train Booking)
5. Column-'A' & 'B' should not be 0 (zero).
6. In case of tie for L1, order will be given by turn in the lot of 10 (ten) between the successful vendor.
7. In case of any query, clarification will be obtained from the office before submission of the Tender,
8. Payment will be made within 30 working days of receipt of correct invoice with details of Ticket with PRN No.
9. In case of cancellation of Ticket price (if paid) must be refunded to LIC of India within 30 days from the date of cancellation.

Rejection clause.

SIGNATURE WITH STAMP : _____

NAME OF FIRM / TRAVEL AGENT: _____

NAME OF AUTHORISED PERSON: _____

CONTACT NUMBER : _____

E-mail ID : _____

DATE: _____